



## Volvo Car USA LLC

## Technical Journal

Technical Journal Title		Ref. No.	
Screen flickering while using Google Maps		TJ 36605.1.0	
Issuer (Dept.)		Issue Date	Status Date
Technical Service		5/26/23	6/12/23
Car Market	Partner	Function Group	
United States and Canada	3 US 7510 Volvo Car USA	3900	
Function Description		Page	
Media, navigation and communication		Page 1 of 2	

### DESCRIPTION:

If the CSD is flickering while using Google Maps (see example video "[TJ-36605.mov](#)"), please follow the advice listed under Service.

CSD = Center Screen Display

IHU = Infotainment Head Unit

### CSC Customer Symptom Codes

Code	Description
ER	App/Does not work
6B	Buttons/control knobs on centre console (Media, communication and navigation)/No/reduced/incorrect function
7N	Navigation/Other navigation problems
EO	Navigation/Does not work
HP	Navigation/Navigation system gives incorrect directions
IP	Navigation/Error message on screen
IM	Video other/Front screen, poor image quality/no image

### DTC Diagnostic Trouble Codes

Control Module	Code	Fault Type
IHU	B1D5513	Intermittent

### Vehicle Type

Type	Eng	Eng Desc	Sales	Body	Gear	Steer	Model Year	Plant	Chassis range	Struc Week Range
224							2023-9999		-	202220-999952
225							2023-9999		-	202220-999952
235							2022-9999		-	202122-999952
238							2022-9999		-	202122-999952
246							2022-9999		-	202122-999952
256							2023-9999		-	202220-999952
536	ED	E400V6					2021-2023		-	202037-202317
536	K9	BK9KERS					2023-9999		-	202222-999952

Type	Eng	Eng Desc	Sales	Body	Gear	Steer	Model Year	Plant	Chassis range	Struc Week Range
536	L1	BL1KERS					2023-9999		-	202222-999952
539							2022-9999		-	202139-999952

**SERVICE:**

Work is ongoing to solve this issue with a future software release--this TJ will be updated when specific release timing is available.

In the meantime, the troubleshooting steps listed in section A and section B should be attempted:

**A. Reinstall Google maps:**

1. Open the "Settings" app on your CSD
2. Select Privacy settings
3. Scroll down and select "Applications."
4. Tap on "Show All apps" to view all installed apps.
5. Find "Google maps" from the list of apps and tap on it.
6. Tap on "Storage and cache" from the app info page.
7. Click on the trash bin icon to "Clear cache" and confirm your choice.
8. Then, tap on "Clear storage" and confirm your choice.
9. This will restore the app to initial status

**B. IHU reload:**

If the issue persists after reinstalling Google Maps as detailed above, perform an IHU Reload.

**Warranty claim info:**

To get warranty claim accepted for a job described in this TJ, please use following data.

VST OP number: 99922-2, 36004-2.

Note that the TJ number must be stated in repair order text.

Failing Part: No part replacement accepted

**VST Operation Number**

VST Operation Number	Description
36004-2	IHU reload
99922-2	General Reimbursement acc. to TJ

**VEHICLE REPORT:**

Yes, please submit a Vehicle Report if the service solution described in this TJ has no effect. Use concern area "Vehicle Report" and sub concern area "Support not needed", use function group 3900.

**To view TJ attachments continue to next page. This TJ has one attachment.**